



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

INFORMATIONAL LETTER NO.1903-MC-FFS

DATE: April 25, 2018

TO: Iowa Medicaid Waiver and Habilitation Service Providers

APPLIES TO: Managed Care (MC) and Fee for Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Home- and Community-Based Services (HCBS) Quality Assurance Oversight Reviews

EFFECTIVE: Upon Receipt

The HCBS Quality Oversight Unit at the IME provides oversight and technical assistance for Iowa's seven waivers and Habilitation services. HCBS specialists are assigned to regions of the state to provide technical support and quality oversight of HCBS providers in their respective region. They also conduct onsite reviews every five years, or for certified providers, as the certification level determines.

In an effort to provide more efficient communication, the HCBS Quality Oversight Unit has updated its process for notification of onsite reviews to an email delivery system. Effective immediately, the unit will utilize the email addresses provided on the agency's most recent Provider Quality Management Self-Assessment to send all onsite review letters, reports, corrective action and compliance letters to providers.

For more information on the HCBS onsite review process including how to contact your HCBS specialist, please refer to the educational video found on the [HCBS Waiver Provider Contacts](#)¹ DHS web page.

If you have any questions, please email HCBSwaivers@dhs.state.ia.us.

¹ <https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/hcbs-contacts>